

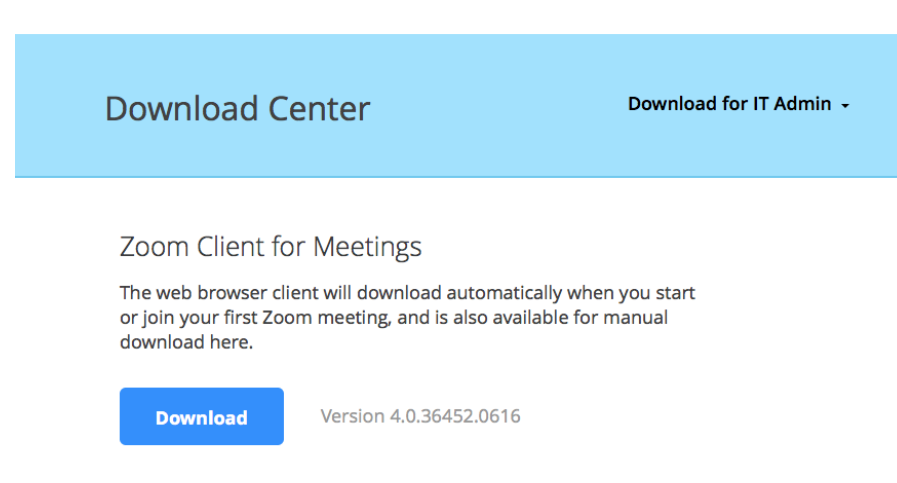
INTENSIVES FAQ

I HAVE BEEN ACCEPTED TO THE INTENSIVES TRAINING PROGRAM. WHAT DO I NEED TO DO BEFORE MY FIRST GROUP SESSION?

Congratulations! Prior to your first group session (ideally, now), please do the following:

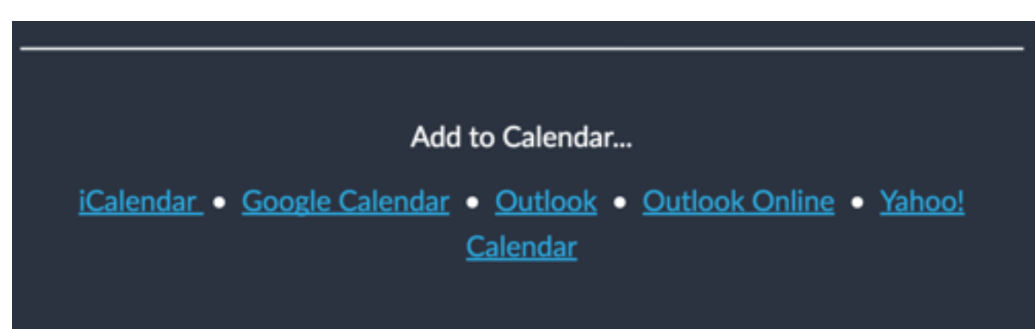
A. **Read [How It Works](#)** on our website (if you haven't already) to learn more about what to expect (and what is expected from you) in order to successfully complete the program and obtain your certificate of completion.

B. **Download the Video Conferencing App.** All sessions will be conducted over live video conferencing through our partnership with Zoom Video Communications. Download the Zoom App to the device (desktop or tablet) you will be using for your sessions (this only takes only 1 minute). Please visit Zoom's [Download Center](#) and download "Zoom Client for Meetings" (see image below).

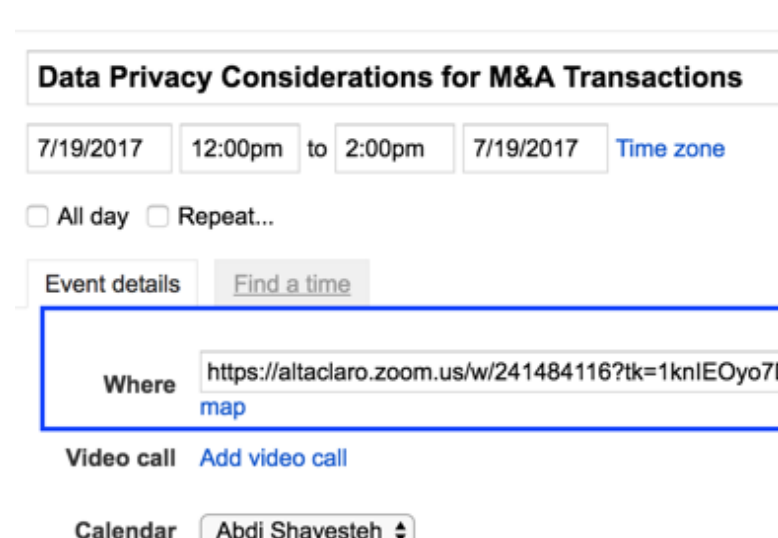


C. **Test Your Device.** After you have downloaded the Zoom App, please click here: [Test Your System](#). This link should take you to a mock session to test your device's microphone and camera (both should be On).

D. **Add group session dates to your personal calendar** (if you haven't already). These links are located at the bottom of the "Acceptance" email you received. Simply click on your preferred calendaring system under "Add to Calendar..." (see image below). Each of these links will create a calendar event for the related group session in your program. You will need to do this for each group session date specified in your email.



Once you complete the above, your unique URL link to each webcast will be located in the "Where" section of the related calendar event. You may need to cut and paste this link into your browser URL (see image below).



DO YOU HAVE ADDITIONAL TUTORIALS ON HOW TO LOG IN AND USE THE VIDEO CONFERENCING SYSTEM?

Of course! Please visit:

To Join a Meeting/Webcast:

<https://youtu.be/vFhAEoCF7jg>

To Manage Video Conference Control Settings:

https://youtu.be/4w_pRMBEALE

To Join and Configure Audio & Video Settings:

<https://youtu.be/HqncX7RE0wM>

HOW DO I BOOK ONE-ON-ONE SESSIONS WITH MY INSTRUCTOR?

At the conclusion of your first module group session, we will send you an email assigning you an instructor for your follow-up, one-on-one sessions for the entire program. In this email, we will include a link to your instructor's calendar with his/her availabilities for your one-on-one session. Select a date and time that works for you and follow the prompts to record the confirmed event in your calendar.

